

FOR MORE INFORMATION, CONTACT:

David Hebert Public Relations Manager

Phone: (210) 207-3534

Digital Pager: (210) 603-8051

FOR IMMEDIATE RELEASE

December 9, 2004

## **J.D. Power and Associates 2004 Global Study Ranks San Antonio International Airport Highest in Passenger Satisfaction in the Small-Airports Segment**

San Antonio International Airport has been recognized by J.D. Power and Associates 2004 Global Airport Satisfaction Index Study<sup>SM</sup>, released December 6, 2004, as the highest ranking airport in the small airport segment for its overall customer satisfaction. San Antonio International tied for first place with Calgary International Airport of Calgary, Canada.

While the J.D. Power and Associates 2004 Global Airport Satisfaction Index Study has been conducted for five years, this is the first year it has included an official ranking for small airports. The study measures airport satisfaction in three segments: large airports (30 million or more passengers), of which Hong Kong International ranked highest; medium airports (10 million to less than 30 million passengers per year), of which Singapore Changi Airport ranked highest; and small airports (less than 10 million passengers per year). The 2004 Global Airport Satisfaction Index Study, a study covering more than 80 airports, is based on responses from more than 9,000 passengers who flew between October 2003 and November 2004. Those surveyed evaluated up to two different airports and were surveyed in six different languages.

The airports were evaluated on a variety of factors including: airport access for arriving/departing; check-in times; security processing; terminal facilities; food, beverage and retail offerings; baggage claim; and Immigration and Customs processing. Overall customer satisfaction at airports is described as improved facilitation of passenger check-in and screening times, managing wait times and providing an environment where airport passengers can be productive. Higher satisfaction is realized for those passengers opting for curbside check-in, online and at self check-in kiosks. San Antonio International Airport received particularly high ratings from passengers for the security check-in process. The Study also finds that satisfaction is much higher with airports that provide an environment where passengers can multi-task. This includes services such as a wide selection of eateries and restaurants, access to business centers, wireless Internet connections and abundant shopping. With the 2003 completion of the Terminal Renovations and Concession Redevelopment Program, San Antonio International has increased the opportunity for passengers to eat, shop and conduct business while in the terminals. The new concession program "The Shops at River Landing" offers passengers 19 various restaurants, bars and fast food locations. Abundant shopping exists in both terminals with 19 retailers.

- more -

“This type of recognition by J.D. Power and Associates is a true honor and a confirmation of our achieving excellence in customer services in the post September 11, 2001 environment. The achievement is credited to our recently completed Terminal Renovations and Concession Redevelopment Program, as well as the dedication of our airline tenants and federal agencies, along with our close working relationship with these entities to facilitate passenger processing,” says Kevin Dolliole, aviation director.

###